

Olympus Uptime Guarantee



At Olympus, we strive to provide our customers with products and services that help optimize equipment use – and our repair agreements are no exception. The Olympus Uptime Guarantee (OUG) is a no-cost enhancement to our comprehensive Full Service Agreement. It is designed to curb delays caused by out-of-service equipment, enabling you to maximize procedural uptime. OUG delivers unprecedented benefits to eligible* Full Service Agreement customers, including:

Next-Day Replacement

OUG provides no hassle, next-day replacement for surgical products in need of repair through our Advanced Replace® Program – guaranteed.

Guaranteed Service

If we are unable to provide next-day replacement, Olympus will cover half of refurbishment-level charges upon inspection of the out-of-service product.

Expense Control

Full Service Agreements already provide accidental damage coverage and fixed monthly repair expenditures. With OUG, your Full Service Agreement will reflect the specific repair required for your out-of-service product, rather than a pre-fixed charge.

*Eligibility Requirements:

Product must be listed on current Olympus Uptime Guarantee product list, and
Product must be covered on a Full Service Agreement with a start date of 01/01/15 or later.

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Follow Four Steps to Receive the Olympus Uptime Guarantee:

1. Call 1-800-848-9024 by 8PM EST, Monday – Friday, to request an Advanced Replacement.
2. Provide contact information, model, serial number, and other requested information to a Customer Solutions Representative. OUG eligibility will be confirmed.
3. Receive Advanced Replacement shipping confirmation and an RMA for your out-of-service product.
4. Upon receipt of Advanced Replacement, immediately send out-of-service product to Olympus.

Olympus Uptime Guarantee Product List

ITEM	DESCRIPTION
Urology	Rigid and Semi-Rigid Telescopes
WA2T400A	OES Elite Telescope, 4mm, 0° HD, autoclavable
WA2T412A	OES Elite Telescope, 4mm, 12° HD, autoclavable
WA2T430A	OES Elite Telescope, 4mm, 30° HD, autoclavable
WA2T43WA	OES Elite Telescope, 4mm, 30° wide-angle HD, autoclavable
WA2T470A	OES Elite Telescope, 4mm, 70° HD, autoclavable
A22000A	OES PRO Telescope 4 mm, 0°
A22001A	OES PRO Telescope 4 mm, 12°
A22002A	OES PRO Telescope 4 mm, 30°
A22003A	OES PRO Telescope 4 mm, 70°
A22004A	OES PRO Telescope 4 mm, 110°
A22005A	OES PRO Telescope 4 mm, 30°
WA29040A	Ureteroscope 6.4/7.8 Fr 430 mm, 7°
WA29041A	Ureteroscope 6.4/7.8 Fr 330 mm, 7°
WA29042A	Ureteroscope 8.6/9.8 Fr 430 mm, 7°
WA29048A	Ureteroscope 6.4/7.8 Fr 430 mm, 7°
WA29049A	Ureteroscope 6.4/7.8 Fr 330 mm, 7°
WA02943A	Ureteroscope 7.5 Fr 430 mm
WA02944A	Ureteroscope 7.5 Fr 430 mm
WA02946A	Ureteroscope 7.5 Fr 330 mm
Urology	Nephroscope
WA33036A	Operating Telescope 4 mm, 22 Fr x 230 mm, 30°
Urology	Pediatric Rigid Telescopes
A3764A	Pediatric Telescope 1.9 mm, 0°
A3765A	Pediatric Telescope 1.9 mm, 30°

ITEM	DESCRIPTION
Urology	Flexible Fiber and Video Endoscopes
CYF-5	Cystoscopy Fiberscope
CYF-5R	Cystoscopy Fiberscope
CYF-V2	Cystoscopy Videoscope
CYF-V2R	Cystoscopy Videoscope
CYF-VH	Cystoscopy Videoscope
CYF-VHR	Cystoscopy Videoscope
URF-P5	Flexible Ureteroscope
URF-P6	Flexible Ureteroscope
URF-P6R	Flexible Ureteroscope
URF-V	Flexible Video Ureteroscope
URF-V2	Flexible Video Ureteroscope
URF-V2R	Flexible Video Ureteroscope
URF-P7	Flexible Ureterorenoscope
URF-P7R	Flexible Ureterorenoscope
URF-V3	Flexible Video Ureterorenoscope
URF-V3R	Flexible Video Ureterorenoscope
Gynecology	Hysteroscopy Fiber, Video and Rigid Endoscopes
HYF-XP	Flexible Hysteroscopy Fiberscope
HYF-V	Flexible Hysteroscopy Videoscope
A4672A	Hysteroscopy Telescope 3 mm, 0°
A4673A	Hysteroscopy Telescope 3 mm, 12°
A4674A	Hysteroscopy Telescope 3 mm, 30°
General Surgery	Laparoscopy Flexible Fiberscopes
CHF-CB30L	Choledocofiberscope
CHF-CB30S	Choledocofiberscope
CHF-P20	Choledocofiberscope

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General Surgery	Laparoscopy Flexible Videoscopes
LTF-V3	Deflectable Tip Videoscope
LTF-VP	Laparo-Thoraco Videoscope 5 mm
LTF-VH	HD EndoEYE Laparo-Thoraco Videoscope
LTF-190-10-3D	3D Deflectable Videoscope
LTF-S190-5	EndoEYE Flex 5 HD
General Surgery	Laparoscopy Rigid Videoscopes
A50001A	EndoEye (Video Laps) 10 mm, 0°
A50003A	EndoEye (Video Laps) 10 mm, 30°
WA50011A	EndoEye HD (Video Laps) 10 mm, 0°
WA50013A	EndoEye HD (Video Laps) 10 mm, 30°
WA50050A	EndoEye HD II (Video Laps) 5mm, 0°
WA50052A	EndoEye HD II (Video Laps) 5mm, 30°
WA50040A	EndoEye HD II (Video Laps) 10mm, 0°
WA50042A	EndoEye HD II (Video Laps) 10mm, 30°
General Surgery	Laparoscopy Rigid Telescopes
WA50372B	Laparoscopy Telescope 5.4 mm, 0°
WA50373B	Laparoscopy Telescope 5.4 mm, 30°
WA50374B	Laparoscopy Telescope 5.4 mm, 45°
WA53000A	Laparoscopy Telescope 10 mm, 0° HD
WA53005A	Laparoscopy Telescope 10 mm, 30° HD
WA4KL100	Laparoscopy Telescope, 10 mm, 0°, UHD
WA4KL130	Laparoscopy Telescope, 10 mm, 30°, UHD
WA4KL145	Laparoscopy Telescope, 10 mm, 45°, UHD
WA4KL500	Laparoscopy Telescope, 5 mm, 0°, UHD
WA4KL530	Laparoscopy Telescope, 5 mm, 30°, UHD
WA4KL545	Laparoscopy Telescope, 5 mm, 45°, UHD

ITEM	DESCRIPTION
ENT	Flexible Fiber and Video Endoscopes
ENF-GP	Flexible - Portable Rhinolaryngoscope
ENF-P4	Flexible Rhinolaryngoscope
ENF-XP	Flexible Rhinolaryngoscope
ENF-V2	Video Rhinolaryngoscope
ENF-VT2	Video Rhinolaryngoscope
Intubation	Intubation Flexible Fiber and Video Endoscopes
LF-DP	Intubation Fiberscope
LF-GP	Intubation Fiberscope
LF-P	Intubation Fiberscope
LF-TP	Intubation Fiberscope
LF-V	Tracheal Intubation Videoscope
Arthroscopy	Arthroscopy Rigid Telescopes
A70940A	Arthroscopy Telescope 4 mm, 0°
A70941A	Arthroscopy Telescope 4 mm, 30°
A70942A	Arthroscopy Telescope 4 mm, 70°
A70960A	Arthroscopy Telescope 2.7 mm, 0°
A70961A	Arthroscopy Telescope 2.7 mm, 30°
A70963A	Arthroscopy Telescope 2.7 mm, 30°
Imaging	Camera Heads
OTV-S7H 1D L08E	VISERA Camera Head
OTV S7H 1N	VISERA Camera Head
OTV S7H 1NA 10E	VISERA Camera Head
OTV-S7ProH-HD-10E	HD Camera Head, Autoclavable
OTV-S7ProH-HD-10Q	HD Camera Head, Autoclavable
OTV-S7ProH-HD-L08E	HD Camera Head, Autoclavable
OTV-S7ProH-HD-12E	HD Camera Head, Autoclavable
OTV-S7ProH-HD-12Q	HD Camera Head, Autoclavable
CH-S400-XZ-EB	UHD Camera Head

URF-P7, URF-P7R, URF-V3, URF-V3R added effective 08/01/2019. WA2T400A, WA2T412A, WA2T430A, WA2T43WA, WA2T470A added effective 02/13/2019. CH-S190-XZ-E and CH-S190-08-LB removed effective 12/03/2019. WA50013L, WA50015L, WA53010A, ENF-V, A70962A, WA70005A, WA700010A removed effective 07/31/2019. CYF-V2R, WA50040A, WA50042A, WA50050A, WA50052A added effective 10/1/17. CYF-VHR, CH-S400-XZ-EB, HYF-V, WA4KL100, WA4KL130, WA4KL145, WA4KL500, WA4KL530, WA4KL545 added effective 06/01/2017. CYF-4, CYF-V, A50021A, A50023A, LF-2 removed effective 08/01/2016. This offer and product list may be modified or discontinued at the discretion of Olympus.

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OLYMPUS

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